

INSTRUCTIONS TO SET UP NEW PORTAL ACCESS

1. Go to portal.alsatwireless.com
2. Click on Green button labeled "New portal user? Register an account here!"



alsatwireless.com

Username

Username

Password

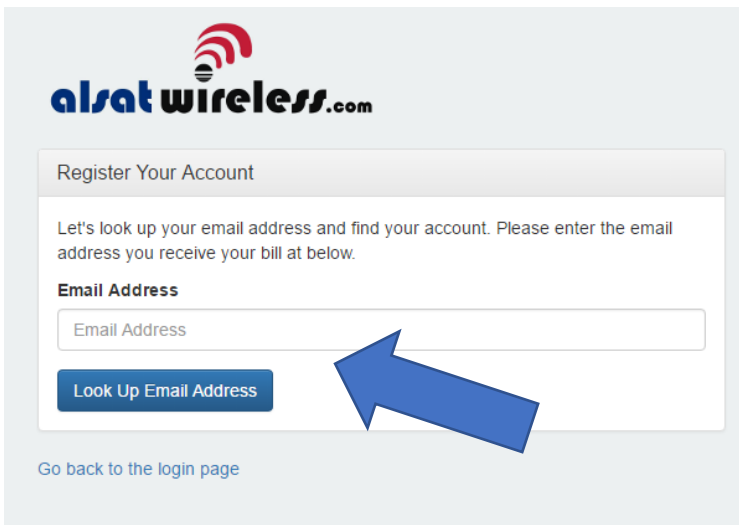
Password

Login

[Forgot username or password?](#)

New portal user? Register an account here!

3. Enter your email address that is associated with your account with us.
4. Click on button labeled "Look Up Email Address"



alsatwireless.com

Register Your Account

Let's look up your email address and find your account. Please enter the email address you receive your bill at below.

Email Address


Email Address

Look Up Email Address

[Go back to the login page](#)

5. There will be an email sent back to the entered email address with a link back to the portal where you can enter a User Name and Password.

6. Use the credentials you established to log into the portal. Again, the address is portal.alsatwireless.com

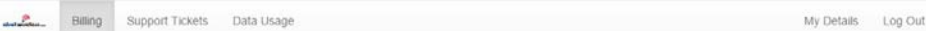


Username

Password

[Forgot username or password?](#)

In the portal, you can Make a Payment, Print off or view invoices, add or delete credit cards.



Amount Due
\$0.00


Account Details

Account Number	97403
Total Balance	\$0.00
Next Billing Date	Jun 2, 2017
Next Billing Cycle Amount	\$0.00

Invoices [Credit Cards](#)

Date	No.	Amount Due	Due Date	Download
No invoices found.				

You can also update your personal information, and change your portal password.



My Details

Name

Role

Email Address

Home Phone Number

Mobile Phone Number

Work Phone Number

Fax Number

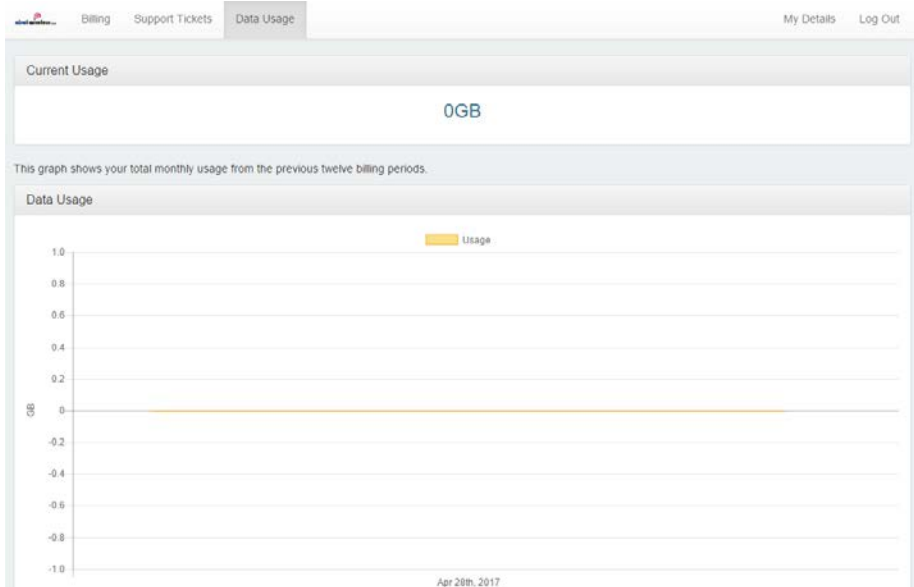
Change Password

Current Password

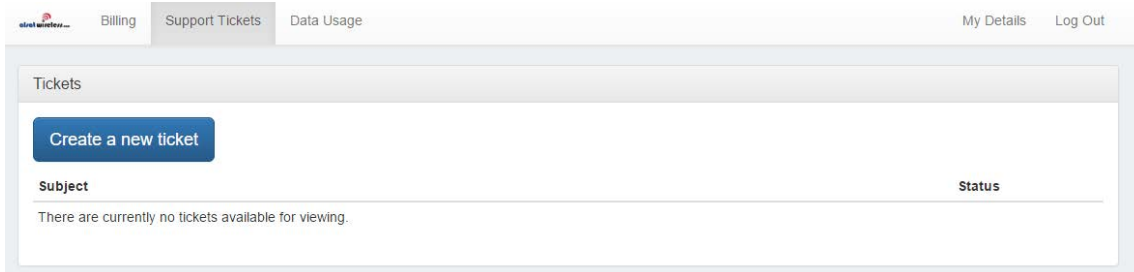
New Password

Confirm Password

A new feature that there has been a lot of requests for is to check data usage. We do not limit data usage, however, we do have the ability to track your usage. You can track usage for as long as the past 12 months. Of course, since it is a new feature, you are only able to track since the system went live on May 1, 2017.



You also now have the ability to open tickets with us. Click on Support Tickets, then Create a new Ticket. You can enter the Subject matter, then describe your issue. The ticket will be sent to us to look into the issue or request.



The screenshot shows the 'Create Ticket' form. At the top, there are navigation tabs: 'Billing', 'Support Tickets', 'Data Usage', 'My Details', and 'Log Out'. Below the tabs, the form has a title 'Create Ticket'. It contains two main sections: 'Subject' and 'Description'. The 'Subject' section has a text input field with the placeholder text 'Please provide a brief description of the problem.'. The 'Description' section has a larger text area with the placeholder text 'Please describe the problem in as much detail as possible.'. At the bottom of the form is a blue button labeled 'Create Ticket'.

Of course, as always, you can always call us at 573-564-2031. We are open M-F, 8am-5pm, or email us at support@alsatwireless.com